

DARIU
7/5/17

Language Access Coordinator FTE

Funding Request:

\$110,156 (salary + benefits)

Position Description:

Responsible for the oversight, administration, and coordination of activities related to the City of Austin's Language Access policy directives, plans and procedures. Responsible for educating stakeholders and overseeing compliance with local, state and federal legislation related to Language Access. Duties to include, but not limited to:

- Monitor compliance with city, state and federal laws by conducting reviews, on-site visits and surveys of all city departments
- Serve as an in-house resource to departments, Council and staff on issues related to language access
- Design, implement and manage best practices in language services
- Develop and oversee standards for translation and review of content submitted for translation
- Develop and oversee interpretation resources by maintaining regularly updated list of all trained/qualified bilingual employees and contract interpreters, as well as measures to insure quality control
- Develop and implement education and training programs to make city staff aware of and sensitive to issues related to language access
- Coordinate and monitor language access plans developed by city departments

Relationship to Strategic Outcomes:

Developing a sustained – and sustainable – program for language access is necessary to create a complete community where every Austinite, regardless of the language spoken, has choices at every stage of life. When language barriers prevent access to city services, Austinites with limited English proficiency may not be able to fully engage and contribute to the City's strategic outcomes:

- Economic Opportunity and Affordability
- Mobility
- Safety
- Health
- Cultural and Learning Opportunities
- Government that Works for All of Us